



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

**2017 MY KIA OPTIMA HYBRID AND 2017 MY KIA OPTIMA PLUG-IN HYBRID VEHICLES
MOTOR DRIVEN POWER STEERING (MDPS)
NEW VEHICLE LIMITED WARRANTY EXTENSION**


PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

January 11, 2022

Dear Kia Optima Hybrid ("HEV") and Plug-In Hybrid ("PHEV") Owner:

Kia America, Inc. takes pride in providing you with high quality and dependable vehicles. In order to maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for repairs related to the Motor Driven Power Steering (MDPS) unit, also known as Electronic Power Steering (EPS) unit, due to illumination of the EPS warning light for all 2017 MY Optima HEV and 2017 MY Kia Optima PHEV vehicles from 5 years/60,000 miles to 15 years/150,000 miles, whichever comes first, starting from the date the vehicle was first put into service. The power steering uses a motor to assist you in steering the vehicle. If the engine is off or if the power steering system becomes inoperative, the vehicle may be steered, but it will require increased steering effort. This warranty extension is to address specific concerns with the functionality of the MDPS unit at no cost to you.

Warranty Extension Coverage:

- If there is a malfunction of the MDPS unit in your vehicle, the EPS warning light  will illuminate to alert you. More information can be found in the Electronic Power Steering and Warning Messages sections of your vehicle's Owner's Manual.
- If, at any time within the extended warranty period, the EPS warning light illuminates in your vehicle, your authorized Kia dealership will diagnose the cause **at no cost to you**. If the diagnosis indicates the condition is caused by one of the components covered under this warranty extension, your Kia dealer will replace the specific failed component **at no cost to you**.
- This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including abuse, neglect, or external damage.

What Should You Do?

- If the EPS warning light illuminates in your vehicle, contact the nearest authorized Kia dealer to have your vehicle diagnosed as soon as possible. Although the steering assist level may gradually decrease, vehicle steering will continue to be operational.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** Place this letter in your vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, provide this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.
- This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty including external damage.

What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Consumer Assistance Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

What If You Have Other Questions?

Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

We hope that this warranty extension demonstrates Kia's commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

Sincerely,

Consumer Affairs Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code**